



# System Settings

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## Overview: System Settings

Before Cisco Unity can be set up to handle calls and messages, some basic system settings must be entered.

Refer to the following sections in this chapter for more information:

- [Configuration Settings, page 24-2](#)—This section provides information about the configuration settings.
- [Software Versions, page 24-4](#)—This section details where to find version numbers for Cisco Unity and other software components.
- [Recording Settings, page 24-4](#)—This section provides information about recording settings.
- [Contacts, page 24-6](#)—This section details where you can enter the names and phone numbers of the people responsible for maintaining or administering the Cisco Unity server.
- [Phone Languages Settings, page 24-7](#)—This section provides information about the language played for subscribers and unidentified callers.
- [GUI Languages Settings, page 24-9](#)—This section provides information about the language in which the Cisco Unity Administrator, ActiveAssistant, Cisco Unity Visual Messaging Interface, and online Help are displayed.
- [Schedule Settings, page 24-10](#)—This section explains how to set up system schedules.
- [Holiday Settings, page 24-13](#)—This section explains how to set up holidays to work with Cisco Unity schedules.

- [Licensing Status, page 24-14](#)—This section provides information about user and feature licenses.
- [Voice Port Settings, page 24-14](#)—This section provides information about setting up voice ports.
- [Switch Settings, page 24-18](#)—This section provides information on specifying phone system settings.
- [IP Switch Settings, page 24-21](#)—This section provides information on specifying Cisco CallManager settings used in dual-switch integrations.
- [Diagnostic Traces, page 24-24](#)—This section provides information about using diagnostic traces to troubleshoot problems.

## Configuration Settings

Configuration settings contain general Cisco Unity settings such as the default schedule, system security, and the cleanup interval for log files, as well as information about the Cisco Unity server.



### Caution

If you have a Cisco Unity failover system, configuration settings are not replicated between the primary and secondary servers. You must change values manually on both servers.

For additional information about setting up enhanced phone security, see the [“Overview: Enhanced Phone Security” section on page 8-1](#).

Use the following table to learn more about configuration settings.

**Table 24-1** System > Configuration > Settings Page

| Field  | Considerations   |
|--|--|
| Default Schedule                                       | Select the default schedule, which is used for all Cisco Unity operations unless specifically changed for a call handler, subscriber account, or call routing table. |
| Use 24-Hour Time Format for Conversation and Schedules | Check this box to use a 24-hour time format for all Cisco Unity operations. For example, 1:00 P.M. is shown as 13:00.  |

Table 24-1 System &gt; Configuration &gt; Settings Page (continued)

| Field   | Considerations   |
|---|--|
| RSA Two Factor  | <p>Check this box to enable enhanced phone security, which uses RSA two-factor user authentication. To use enhanced phone security, an ACE/Server must be installed and configured for your system. Additionally, you must create a new class of service (COS) or modify an existing COS for the subscribers who are using enhanced phone security.</p> <p>To disable enhanced phone security, uncheck this box, and then change every affected COS to use regular phone security. Otherwise, subscribers who are members of an enhanced phone security COS will not be allowed to log on to Cisco Unity.</p>  |
| Subscribers Are Identified as Message Senders Only if They Log On | <p>Check this box to disable identified subscriber messaging system-wide.</p> <p>When identified subscriber messaging is enabled, Cisco Unity automatically identifies a message left during an internal call as originating from the extension from which the call was made.</p> <p>When identified subscriber messaging is disabled, Cisco Unity does not identify the originating extension of a message left during an internal call, unless the calling subscriber logs on to Cisco Unity before leaving the message.</p> <p>Regardless of enabled or disabled status, if a subscriber logs on before leaving a message from an internal location other than the extension assigned to the subscriber (such as from a conference room), Cisco Unity identifies the call as originating from the extension of the logged-on subscriber, rather than the extension from which the call is placed.</p> <p>This field is applicable only when the phone system provides caller and called party information to Cisco Unity. It is a system-wide setting that is not configurable for an individual subscriber or subscriber template.</p> |
| Cleanup Interval for Logger Data Files in Days                    | <p>Indicate how often data files should be deleted. Cisco Unity waits the specified number of days before automatically deleting the files. Log-based Cisco Unity reports are based on the data stored in these files.</p>   |

**Table 24-1 System > Configuration > Settings Page (continued)**

| Field  | Considerations  |
|--|---|
| Cleanup Interval for Logger Diagnostic Files in Days | Indicate how often diagnostic files should be deleted. Cisco Unity waits the specified number of days before automatically deleting the files.  |
| Cleanup Interval for Report Files in Days            | Indicate how often report files should be deleted. Cisco Unity waits the specified number of days before automatically deleting the files.<br><br>Note that you specify how long Cisco Unity stores the data used in log-based reports in the Cleanup Interval for Logger Data Files in Days field. |
| Cisco Unity Computer Settings                        | <i>Display only.</i> This setting shows the name of the Cisco Unity server and the Windows Domain name.   |
| Disk Usage   | <i>Display only.</i> This setting shows, in megabytes, the total, used, and free disk space on the Cisco Unity server.  |

## Software Versions

The System > Configuration > Software Versions page displays the Cisco Unity serial and build numbers, and the version numbers for several Cisco Unity components and for the Microsoft Windows 2000 Server. If you ever contact the Cisco Technical Assistance Center (TAC), you may need to refer to this information.

## Recording Settings

The Recordings page contains settings for recording time limits and for silence thresholds (the amount of silence before Cisco Unity assumes the caller is no longer on the line) before, during, and after recordings.

Cisco Unity supports the following audio codecs.

| Audio Codec             | Approximate File Size, 1-Minute Message | Quality Rating |
|-------------------------|---|----------------|
| G.711 Mu-Law and A-Law  | 480 KB                                  | Excellent      |
| Dialogic OKI ADPCM 8Khz | 240 KB                                  | Fine           |
| Dialogic OKI ADPCM 6Khz | 180 KB                                  | Fine           |
| GSM 6.10                | 98 KB                                   | Good           |
| G.729a                  | 60 KB                                   | Good           |

For more information on choosing and installing audio codecs, refer to *White Paper: Audio Codecs and Cisco Unity* on Cisco.com at: [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/whitpapr/codecs.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/whitpapr/codecs.htm).



**Caution**

If you have a Cisco Unity failover system, recordings settings are not replicated between the primary and secondary servers. You must change values manually on both servers.

Use the following table to learn more about recording settings.

**Table 24-2 System > Configuration > Recordings Page**

| Field   | Considerations  |
|---|---|
| Allowed Time for Recording in Milliseconds        | Select the number of milliseconds for the DTMF clip length. This setting indicates how much to truncate the end of a recording when a message is terminated with a touchtone.   |
| Allowed Time for Short Recording in Seconds       | Select the number of seconds that Cisco Unity uses as a cutoff for short and long recordings. Recordings shorter than this number are considered to be a short recording; recordings longer than this number are considered to be a long recording.                           |
| Allow How Much Silence Before Time Out in Seconds | Select the number of seconds after which Cisco Unity will end the message, greeting, or recorded name if the subscriber or caller has not begun speaking. A value of 2 or 3 is recommended. Lower values may not give the subscriber or caller enough time to begin speaking. |

**Table 24-2** System > Configuration > Recordings Page (continued)

| Field   | Considerations   |
|---|--|
| Discard Any Recording Less Than in Seconds            | Select the minimum length of recordings, in seconds, for messages or greetings. A value of 3 is recommended. Note that this setting is not applied to recorded names, which may be less than 3 seconds in length.  |
| Short Recording (Short Recording Trail Limit or Less) | Select the number of seconds of silence that Cisco Unity uses to detect the end of a short recording. When Cisco Unity detects a pause equal to the number of seconds specified, Cisco Unity assumes that the speaker has finished recording the message, greeting, or recorded name. Callers are more likely to pause longer during long messages, so you may want to set a smaller pause length for short recordings than for long recordings. Cisco Unity uses the Allowed Time for Short Recording in Seconds setting to determine whether a recording is short or long. |
| Long Recording (Over Short Recording Trail Limit)     | Select the number of seconds of silence that Cisco Unity uses to detect the end of a long recording. When Cisco Unity detects a pause equal to the number of seconds specified, Cisco Unity assumes that the speaker has finished recording the message, greeting, or recorded name. Callers are more likely to pause longer during long messages, so you may want to set a greater pause length for long recordings than for short recordings. Cisco Unity uses the Allowed Time for Short Recording in Seconds setting to determine whether a recording is short or long.  |

## Contacts

The System > Configuration > Contacts page is where you enter the names and phone numbers of the people responsible for maintaining or administering the Cisco Unity server. This information might be useful to a technician who is accessing Cisco Unity from off-site.

# Phone Languages Settings

Phone languages are the languages in which Cisco Unity can play system prompts to subscribers and callers. You specify a default phone language and other system-wide phone language settings, as well as the default text-to-speech (TTS) language, which is the language that subscribers hear when their e-mail is read to them over the phone. Note that to use TTS languages, your organization must have purchased text-to-speech e-mail licenses and installed the appropriate languages. See the [“Installing Languages” section on page 9-1](#) for more information about installing multiple languages.

If desired, you can customize the language settings for specific Cisco Unity components such as subscriber accounts, routing rules, call handlers, interview handlers, and the directory handler. See the [“Specifying Phone Languages” section on page 9-2](#) for information about customizing language settings for individual Cisco Unity components.



## Caution

If you have a Cisco Unity failover system, phone languages settings are not replicated between the primary and secondary servers. You must change values manually on both servers.

Use the following table to learn more about phone languages settings.

**Table 24-3** System > Configuration > Phone Languages Page

| Field                   | Considerations   |
|-------------------------|--|
| License Counts – Total  | <i>Display only.</i> This setting shows the total number of phone language licenses for your installation, which determines how many phone languages can be loaded at one time. Note that the number of phone language licenses does not limit the number of phone languages actually installed on the Cisco Unity server. |
| License Counts – Loaded | <i>Display only.</i> This setting shows the number of languages in the Loaded list.  |
| License Counts – Unused | <i>Display only.</i> This setting shows the number of unused phone language licenses. Note that this number might not be the same as the number of languages in the Available list.  |

Table 24-3 System &gt; Configuration &gt; Phone Languages Page (continued)

| Field                           | Considerations  |
|---------------------------------|---|
| Available                       | <p>This list displays the languages that have been installed on the Cisco Unity server but that are not currently loaded.</p> <p>When you load a language by moving it from the Available list to the Loaded list, the Loaded and Unused License Count fields are adjusted accordingly. You can move languages to the Loaded list only if the Unused License Count is greater than zero.</p>  |
| Loaded                          | <p>This list displays the languages that can be selected for use by the subscriber conversation and various Cisco Unity components such as call handlers.</p> <p>When you unload a language by moving it from the Loaded list to the Available list, the Loaded and Unused License Count fields are adjusted accordingly. Any call handlers or other Cisco Unity components that were using the unloaded language will now be reset to use the default phone language.</p>  |
| Default Phone Language          | <p>Select the default language in which system prompts are played to subscribers and callers. Only the languages shown in the Loaded list can be chosen as the default language.</p>  |
| Default Text-to-Speech Language | <p>Select the default language that subscribers hear when having their e-mail read to them over the phone. This is typically the same language that you selected in the Default Phone Language field with the following exceptions:</p> <ul style="list-style-type: none"> <li>• If you selected Australian or New Zealand English as your phone language, select United States English as your default text-to-speech language.</li> <li>• If you selected Colombian Spanish as your phone language, select European Spanish as your default text-to-speech language.</li> <li>• There is no appropriate text-to-speech language available for Norwegian.</li> </ul> |

# GUI Languages Settings

The settings on the GUI Languages page determine the languages in which the Cisco Unity Administrator, the ActiveAssistant, the Cisco Unity Visual Messaging Interface (VMI), and online Help can be displayed. You specify a default GUI language and other system-wide GUI language settings. To change the GUI language used in the Cisco Unity Administrator, the ActiveAssistant, the Cisco Unity VMI, and online Help, select a language in the browser.

Note that the language selected in the browser must be one of the languages in the Loaded list on the GUI Languages page. If the language that you select in the browser is not among the loaded languages, Cisco Unity uses the default GUI language.



## Caution

If you have a Cisco Unity failover system, GUI languages settings are not replicated between the primary and secondary servers. You must change values manually on both servers.

Use the following table to learn more about GUI languages settings.

**Table 24-4** System > Configuration > GUI Languages Page

| Field                   | Considerations   |
|-------------------------|--|
| License Counts – Total  | <i>Display only.</i> This setting shows the total number of GUI language licenses for your installation, which determines how many GUI languages can be loaded at one time. Note that the number of GUI language licenses does not limit the number of GUI languages actually installed on the Cisco Unity server. |
| License Counts – Loaded | <i>Display only.</i> This setting shows the number of languages in the Loaded list.  |
| License Counts – Unused | <i>Display only.</i> This setting shows the number of unused GUI language licenses. Note that this number might not be the same as the number of languages in the Available list.  |

**Table 24-4 System > Configuration > GUI Languages Page (continued)**

| Field                | Considerations  |
|----------------------|---|
| Available            | <p>This displays the languages that have been installed on the Cisco Unity server but that are not currently loaded.</p> <p>When you move a language from the Available list to the Loaded list, the Loaded and Unused License Count fields are adjusted accordingly. You can move languages to the Loaded list only if the Unused License Count is greater than zero.</p>  |
| Loaded               | <p>This displays the languages that can be used in the browser display of the Cisco Unity Administrator, the ActiveAssistant, the Cisco Unity Visual Messaging Interface (VMI), and in the online Help.</p> <p>When you unload a language by moving it from the Loaded list to the Available list, the Loaded and Unused License Count fields are adjusted accordingly.</p> |
| Default GUI Language | Select the default GUI language from the Loaded list. Cisco Unity uses the default GUI language only if the language selected in the browser is not among the loaded GUI languages.   |

## Schedule Settings

Schedules are one of the variables that Cisco Unity uses to manage calls. The standard and closed subscriber and call handler greetings play according to the days and times that you specify in a schedule.

Cisco Unity offers two predefined schedules: All Hours – All Days, and Weekdays, both of which can be modified. In addition, you can create up to 64 schedules for your organization to accommodate the standard working hours of different groups of employees. You can use either of the predefined schedules, or a new schedule that you create, as the default schedule for Cisco Unity. The default schedule is used for all call handlers, subscriber templates, and call routing tables, unless you specify a different schedule for each call handler, subscriber account, or call routing table to follow.

For each schedule that you create or modify, you identify the hours and days that make up the standard and closed hours, and whether the schedule changes for holidays:

- Standard hours** The hours and days that make up the normal business hours, when the organization is open. Standard hours can include multiple time ranges and different time ranges on different days. (For example, standard hours for an organization might be Monday through Friday from 8 A.M. to 12 P.M. and 1 P.M. to 5 P.M., to accommodate a lunch break, and Saturday from 9 A.M. to 1 P.M.)
- Closed hours** The hours and days not identified as standard hours are considered nonbusiness hours, when the organization is closed.
- Holidays** The time range defined on the System > Holidays page when the organization is closed. See the [“Holiday Settings” section on page 24-13](#) for information about identifying holidays.

**Caution**

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If you have a Cisco Unity failover system, schedule settings are not replicated between the primary and secondary servers. You must change values manually on both servers.

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**To create a new schedule**

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- Step 1** Go to **System > Schedules**.
- Step 2** Click the **Add** icon.
- Step 3** In the Add a Schedule dialog box, enter information as appropriate in the Name field.
- Step 4** Select **New Schedule** or **Based on Existing Schedule**. If you select Based on Existing Schedule, select the appropriate schedule in the Based On field.
- Step 5** Click the **Add** button.
- Step 6** Check the **Observe Holidays** check box, if appropriate.
- Step 7** Click boxes on the schedule grid until all open (standard) half hours are white and all closed half hours are gray. Note that you can use the Copy Day's Schedule field and >> functions to avoid clicking the same blocks for more than one day.
- Step 8** Click the **Save** icon.

- Step 9** To use this new schedule as the Cisco Unity default schedule, see the following procedure, [To specify the default schedule](#).
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#### To specify the default schedule

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- Step 1** Go to **System > Schedules**, and click **Change Default Schedule** from any schedule page. Note that when you click the link, you leave the schedule page, and move to the System > Configuration > Settings page.
- Step 2** In the Default Schedule field, click the schedule you want to use as the default for new call handlers, subscriber templates, and call routing tables.
- Step 3** Check the **Use 24-Hour Time Format for Conversation and Schedules** box to use a 24-hour time format for all schedules, if desired.
- Step 4** Click the **Save** icon.
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#### To modify an existing schedule

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- Step 1** Go to **System > Schedules**.
- Step 2** Click the **Find** icon.
- Step 3** Double-click the schedule that you want to modify.
- Step 4** Change settings as appropriate, and then click the **Save** icon.
- Step 5** To use this new schedule as the system default schedule, see the previous procedure, [To specify the default schedule](#).
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Use the following table to learn more about schedule settings.

Table 24-5 System &gt; Schedules Page

| Field                                | Considerations   |
|--------------------------------------|--|
| Observe Holidays                     | Check this box to have Cisco Unity play closed (off-hour) greetings and to observe closed transfer rules on the dates defined on the System > Holidays page.   |
| Click Individual Blocks to Set Hours | Click the blocks in the grid to change from closed to open (standard) hours. Click a block again to undo your change. Note that you can set open (standard) and closed hours for one day, then use the Copy Day's Schedule box to copy the settings to other days. |
| Copy Day's Schedule                  | Select a day to copy from the list, then select which days to copy the schedule settings to. Use the Copy Day's Schedule field and >> functions to avoid clicking the same blocks for more than one day.   |

## Holiday Settings

When a Holiday setting is in effect, Cisco Unity plays closed greetings and observes closed transfer rules. You can set up several years of holidays at a time, and you can copy the holidays from one year to the next, adjusting dates as necessary. Because many holidays occur on different dates each year, confirm that the holiday schedule remains accurate annually.



### Caution

If you have a Cisco Unity failover system, holiday settings are not replicated between the primary and secondary servers. You must change values manually on both servers.

### To identify days as holidays

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- Step 1** Go to **System > Holidays**.
  - Step 2** Click the **Add** icon.
  - Step 3** In the Add a Holiday dialog box, select the month, day, and year of the holiday.
  - Step 4** Click the **Add** button.
-

### To modify a holiday

- 
- Step 1** Go to **System > Holidays**.
- Step 2** Click the date of the holiday listed for the appropriate year.
- Step 3** In the Edit Holiday For field, change settings as appropriate, and then click the **Save** icon.
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Use the following table to learn more about holiday settings.

*Table 24-6 System > Holidays Page*

| Field            | Considerations  |
|------------------|---|
| Edit Holiday For | Enter the appropriate year, month, and day for the holiday that you want to modify. |

## Licensing Status

When your organization purchased Cisco Unity, licenses were assigned according to the number of users and the number of voice messaging ports. In addition, your organization may have purchased licenses for optional features. You can view the number of licenses purchased, and the number that are used and unused, from the **System > Licensing** page or from the Status Monitor. If you need additional licenses, contact your reseller.

## Voice Port Settings

Each voice messaging port on the Cisco Unity server can be set to perform one or more of these functions:

- Answer incoming calls from unidentified callers and from subscribers dialing in to Cisco Unity
- Dial out to turn message waiting indicators (MWIs) on and off
- Dial out to notify subscribers of voice, fax, and e-mail messages

- Dial out to deliver outbound AMIS messages
- Dial out to allow subscribers to record names and greetings by using the Media Master control bar

The number of ports set for each of these functions depends on many factors such as the total number of ports available, the number of subscribers who will use message notification and how often they will receive notifications, whether your integration is serial or analog (analog integrations use a port to turn MWIs on and off, whereas serial integrations do not), and whether your organization communicates primarily through e-mail or voice mail.

In a typical installation, the installer sets up voice ports for Cisco Unity, but you can modify them on the Ports page if necessary. Before changing port settings, however, monitor the port activity. See the [“Port Usage Report” section on page 22-15](#) for more information about monitoring port activity.



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**Caution**

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Use the following table to learn more about port settings. For additional information related to port assignments for dual-switch integrations, you can also refer to the appropriate Cisco Unity integration guide for your system.

Table 24-7 System &gt; Ports Page

| Field                      | Considerations   |
|----------------------------|--|
| Answer Calls               | <p>Check this box to designate the port for answering calls. These calls can be incoming calls from unidentified callers or from subscribers. As a general guideline, set Answer Calls on approximately 75 percent of the ports.</p> <p>The Port table (on the bottom half of the split screen) shows settings for all ports. Note that changes you make in the Answer Calls field are reflected in the Port table. You can also change settings directly in the Port table.</p>   |
| Message Waiting Indication | <p>Check this box to designate the port for turning MWIs on and off. Assign Message Waiting Indication to the least busy ports, which typically are those with the highest port numbers. As a general guideline, set Message Waiting Indication on approximately 25 percent of the ports.</p> <p>The Port table (on the bottom half of the split screen) shows settings for all ports. Note that changes you make in the Message Waiting Indication field are reflected in the Dial Out MWI column in the Port table. You can also change settings directly in the Port table.</p> |
| Message Notification       | <p>Check this box to designate the port for notifying subscribers of messages. Assign Message Notification to the least busy ports, which typically are those with the highest port numbers. As a general guideline, set Message Notification on approximately 25 percent of the ports.</p> <p>The Port table (on the bottom half of the split screen) shows settings for all ports. Note that changes you make in the Message Notification field are reflected in the Port table. You can also change settings directly in the Port table.</p>                                    |

Table 24-7 System &gt; Ports Page (continued)

| Field   | Considerations   |
|---|--|
| AMIS Message Delivery<br><i>(available with the AMIS licensed feature only)</i> | <p>Check this box to designate the port for making outbound AMIS calls to deliver voice messages from Cisco Unity subscribers to users on another voice messaging system. Cisco Unity supports the Audio Messaging Interchange Specification (AMIS) protocol, which provides an analog mechanism for transferring voice messages between different voice messaging systems.</p> <p>This setting affects outbound AMIS calls only. All ports are used for incoming AMIS calls.</p> <p>Because the transmission of outgoing AMIS messages may tie up voice ports for long periods of time, you may want to adjust the schedule on the Network &gt; AMIS &gt; Schedule page so that outgoing AMIS calls are placed during closed hours or at times when Cisco Unity is not processing many calls.</p> |
| Media Master Recording-By-Phone (MM)  | <p>Check this box to designate this port for subscribers recording over the phone with the Media Master control bar. Assign dialing out for Media Master Recording-By-Phone to the least busy ports, which typically are those with the highest port numbers. As a general guideline, set Media Master Recording-By-Phone on approximately 25 percent of the ports.</p> <p>The Port table (on the bottom half of the split screen) shows settings for all ports. Note that changes you make in the Media Master Recording-By-Phone field are reflected in the MM Record column in the Port table. You can also change settings directly in the Port table.</p>   |
| Out of Service (Rings Doesn't Answer)   | <p>Check this box to disable the port. When the port is disabled, calls to the port get a ringing tone but are not answered. This setting is typically used only by the installer for testing.</p> <p>The Port table (on the bottom half of the split screen) shows settings for all ports. Note that changes you make in the Out of Service field are reflected in the Disabled Out of Service column in the Port table. You can also change settings directly in the Port table.</p>   |
| Extension   | <p>As needed for your integration, enter the extension for the port as assigned on the phone system.</p>   |

Table 24-7 System &gt; Ports Page (continued)

| Field  | Considerations  |
|--|---|
| Port Assignments<br><i>(for dual-switch integrations only)</i> | <p>Enter the range of ports that each phone system uses. Assign port ranges to the traditional phone system first, then to CallManager, and adjust settings for the ports assigned to each phone system. The range of ports for the phone systems cannot overlap and must be contiguous, which in effect creates a lower and an upper range.</p> <p>The port range for the traditional phone system begins with 1 and extends to no more than the number of ports that are on the installed voice cards.</p> <p>The port range for Cisco CallManager must begin with the next port after the last port for the traditional phone system. The port range must end with the port number of the last port displayed on the Ports page, or the number of licensed voice ports on the system key, whichever is lower. In other words, the number of ports available for Cisco CallManager is the difference between the number of licensed voice ports on the system key and the number of ports assigned to the traditional phone system.</p> |
| Port Table   | <p>Use the port table as an alternative way to set the port functions. To change settings for ports, click directly on the blocks in the table. Clicking the blocks will toggle the port settings on and off. When you click the Disabled blocks, Cisco Unity automatically changes the Answer Calls and Dial Out fields to show they are no longer applicable.</p>   |

## Switch Settings

The phone system (switch) settings are specified during installation in the Cisco Unity Setup program, and Cisco Unity automatically configures itself to work with that phone system. Once this is done, you should not need to change the phone system settings, but you can review them on the Switch page.



### Caution

If you have a Cisco Unity failover system, switch settings are not replicated between the primary and secondary servers. You must change values manually on both servers.

Use the following table to learn more about switch settings.

**Table 24-8 System > Switch Page**

| Field                       | Considerations  |
|-----------------------------|---|
| Manufacturer                | <p>In the Active Switch Settings section, this field displays the phone system manufacturer selected in the Set Active Switch Type section at the bottom of the page.</p> <p>In the Set Active Switch Type section, select the phone system manufacturer. If the manufacturer of your phone system is not listed, select a similar phone system manufacturer or contact Cisco TAC for assistance. Changes you make in this field are reflected in the Manufacturer field in the Active Switch Settings section at the top of the page.</p>        |
| Model                       | <p>In the Active Switch Settings section, this field displays the phone system model selected in the Set Active Switch Type section at the bottom of the page.</p> <p>In the Set Active Switch Type section, select the phone system model. If the model of your phone system is not listed, select a similar model or contact Cisco TAC for assistance. Changes you make in this field are reflected in the Model field in the Active Switch Settings section at the top of the page.</p>  |
| Switch PBX Software Version | <p>In the Active Switch Settings section, this field displays the phone system software version selected in the Set Active Switch Type section at the bottom of the page.</p> <p>In the Set Active Switch Type section, select the version of the software used by the phone system. If the software version is not listed, select a similar version or contact Cisco TAC for assistance. Changes you make in this field are reflected in the Switch PBX Software Version field in the Active Switch Settings section at the top of the page.</p> |

Table 24-8 System &gt; Switch Page (continued)

| Field   | Considerations  |
|---|---|
| Integration   | <p>In the Active Switch Settings section, this field displays the type of integration selected in the Set Active Switch Type section at the bottom of the page.</p> <p>In the Set Active Switch Type section, select the integration used with your phone system. If the integration is not listed, contact Cisco TAC for assistance. Changes you make in this field are reflected in the Integration field in the Active Switch Settings section at the top of the page.</p>   |
| MWI On Code   | <p>This setting shows the code that your phone system uses to turn MWIs on. This information is set automatically when the phone system is specified. However, depending on your integration, you can edit this code if necessary.</p>  |
| MWI Off Code  | <p>This setting shows the code that your phone system uses to turn MWIs off. This information is set automatically when the phone system is specified. However, depending on your integration, you can edit this code if necessary.</p>   |
| Default Extension Length  | <p>Select the default extension length for the active phone system. If the phone system supports only one length, then this length is set automatically when you set the Active Switch. The length that you set here must match the extension length programmed on the phone system.</p>  |
| SMDI Extension Length<br><i>(for SMDI serial integrations only)</i> | <p>Select the SMDI (simplified message desk interface) extension length for the active phone system. The SMDI extension length is the length of the SMDI prefix plus the default extension length. This length is either 10 or 7. The length that you set here must match the SMDI extension length programmed on the phone system.</p> <p>SMDI serial integrations use SMDI packets to send information about the call. The information in an SMDI packet varies according to the phone system, but the packet may include ANI, DNIS, call type (forward or direct), and forwarding station.</p> |

Table 24-8 System &gt; Switch Page (continued)

| Field   | Considerations  |
|---|---|
| Serial Communication Settings: <ul style="list-style-type: none"> <li>• COM Port</li> <li>• Baud</li> <li>• Data Bits</li> <li>• Stop Bits</li> <li>• Parity</li> </ul> | <p>The fields in this section show the serial communication settings used in serial integrations. These settings are disabled for other types of integrations.</p> <p>The COM Port field setting specifies the communications port on the Cisco Unity server. The Baud, Data Bits, Stop Bits, and Parity field settings must match the serial communication settings used by the phone system.</p> <p>Typically, default information is set automatically when you specify a phone system. However, you can override the Cisco Unity defaults if necessary.</p> |
| IP Address  | Enter the IP address of the phone system. This setting is needed only for integrations that send information about the call over the network.   |
| Access Code   | In a dual-switch integration, enter the trunk access code that Cisco Unity must dial to transfer calls to Cisco CallManager from the traditional phone system.  |
| Resynch Every Day At  | <p>Check this box only if your phone system automatically turns off MWIs inappropriately, or as a backup when there is a problem that causes the indicators to be turned off. Then, indicate a time to have Cisco Unity resynch message waiting indicators (MWIs) for every subscriber account. Because this operation could affect performance on the Cisco Unity server, select a time when Cisco Unity does not take many calls.</p> <p>To have Cisco Unity resynch MWIs immediately, click the Resynch Now button.</p>                                      |

## IP Switch Settings

Cisco Unity can be set up with a dual-switch integration: an integration with both Cisco CallManager and with a traditional, circuit-switched phone system at the same time. You specify settings for the circuit-switched phone system on the Switch page, and for Cisco CallManager on the IP Switch page. The IP Switch page is available only if you have purchased a license for a dual-switch integration.

Refer to the appropriate Cisco Unity integration guide for more information about dual-switch integrations.



**Caution**

If you have a Cisco Unity failover system, IP switch settings are not replicated between the primary and secondary servers. You must change values manually on both servers.

Use the following table to learn more about IP switch settings.

**Table 24-9 System > IP Switch Page**

| Field        | Considerations   |
|--------------|--|
| Manufacturer | <p>In the Active Switch Settings section, this field displays the phone system manufacturer selected in the Set Active Switch Type section at the bottom of the page.</p> <p>In the Set Active Switch Type section, select the phone system manufacturer. If the manufacturer of your phone system is not listed, select a similar phone system manufacturer or contact Cisco TAC for assistance. Changes you make in this field are reflected in the Manufacturer field in the Active Switch Settings section at the top of the page.</p> |
| Model        | <p>In the Active Switch Settings section, this field displays the phone system model selected in the Set Active Switch Type section at the bottom of the page.</p> <p>In the Set Active Switch Type section, select the phone system model. If the model of your phone system is not listed, select a similar model or contact Cisco TAC for assistance. Changes you make in this field are reflected in the Model field in the Active Switch Settings section at the top of the page.</p>   |

Table 24-9 System &gt; IP Switch Page (continued)

| Field                          | Considerations  |
|--------------------------------|---|
| Switch PBX Software Version    | <p>In the Active Switch Settings section, this field displays the phone system software version selected in the Set Active Switch Type section at the bottom of the page.</p> <p>In the Set Active Switch Type section, select the version of the software used by the phone system. If the software version is not listed, select a similar version or contact Cisco TAC for assistance. Changes you make in this field are reflected in the Switch PBX Software Version field in the Active Switch Settings section at the top of the page.</p> |
| Integration                    | <p>In the Active Switch Settings section, this field displays the type of integration selected in the Set Active Switch Type section at the bottom of the page.</p> <p>In the Set Active Switch Type section, select the integration used with your phone system. If the integration is not listed, contact Cisco TAC for assistance. Changes you make in this field are reflected in the Integration field in the Active Switch Settings section at the top of the page.</p>   |
| MWI On Code                    | This field is not used by the IP switch in a dual-switch integration.   |
| MWI Off Code                   | This field is not used by the IP switch in a dual-switch integration.   |
| Default Extension Length       | This field is not used by the IP switch in a dual-switch integration.   |
| SMDI Extension Length          | This field is not used by the IP switch in a dual-switch integration.   |
| Serial Communication Settings: | The fields in this section are not used by the IP switch in a dual-switch integration.  |
| • COM Port                     |   |
| • Baud                         |   |
| • Data Bits                    |   |
| • Stop Bits                    |   |
| • Parity                       |   |
| IP Address                     | This field is not used by the IP switch in a dual-switch integration.   |

Table 24-9 System &gt; IP Switch Page (continued)

| Field                | Considerations   |
|----------------------|--|
| Access Code          | Enter the trunk access code that Cisco Unity must dial to transfer calls to the traditional phone system from Cisco CallManager.   |
| Resynch Every Day At | <p>Check this box only if your phone system automatically turns off MWIs inappropriately, or as a backup when there is a problem that causes the indicators to be turned off. Then, indicate a time to have Cisco Unity resynch message waiting indicators (MWIs) for every subscriber account. Because this operation could affect performance on the Cisco Unity server, select a time when Cisco Unity does not take many calls.</p> <p>To have Cisco Unity resynch MWIs immediately, click the Resynch Now button.</p> |

## Diagnostic Traces

If you encounter a problem with Cisco Unity, the System > Tools > Diagnostic Traces page may help you find the cause. You can use diagnostic traces to troubleshoot problems Cisco Unity has with your phone system, with server configuration, and with voice cards.

Because traces generate a great deal of data, you should enable diagnostic traces only when troubleshooting a problem. For more information, refer to the “Logs and Traces” section in the “Introduction” of the *Cisco Unity Troubleshooting Guide*, available on Cisco.com at [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/unity31/tsg/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/unity31/tsg/index.htm).